

Psychosocial Rehabilitation Support Service Standards (South Australia)

The Psychosocial Rehabilitation Support Service Standards aim to provide a framework to promote and support mental health reform in South Australia.

Standard 1

Delivery of Services

The Service is based on recovery focused principles and provides accessible and person centred services.

Key Elements

- Access
- Person Centred Focus
- Client Assessment and Review
- Service Planning
- Service Transition
- Recovery Oriented

***Standard 2**

Rights and Responsibilities

The Service upholds the rights & responsibilities of consumers, carers and the community.

Key Elements

- Respect
- Privacy
- Confidentiality
- Informed Consent
- Use and Access to Personal Information
- Complaints
- Advocacy
- Refusal of Treatment
- Participation

***Standard 3**

Safety

The activities and environment of the service are safe for consumers, carers, families, staff, volunteers and the community.

Key Elements

- Staff and Volunteer Safety
- Safety in Mental Health Care
- Cultural Safety
- OHS & W Systems
- Partnership with Community Services (including Police)
- Prevention of Abuse
- Safety of Carers

***Standard 4**

Consumer, Carer and Community Participation

Consumers, carers and the community are involved in planning, implementation and evaluation.

Key Elements

- Consumer Participation in Care
- Participation in Planning
- Barriers to Participation
- Advocacy
- Consumer Feedback Addressed

❖ Recovery ❖ Choice ❖ Hope ❖ Meaning ❖ Goals ❖ Abilities ❖ Identity ❖ Quality of Life ❖ Life Journey ❖ Achievement ❖ Support ❖ Belonging ❖

Standard 5

Promotion of Positive Mental Health, Early Intervention, Prevention and Community Acceptance

The Service actively promotes positive mental health, early intervention, prevention and community acceptance of people affected by mental health problems.

Key Elements

- Collaboration
- Networking and Partnerships
- Positive Mental Health
- Prevention and Early Intervention
- Community Understanding
- Reduced Stigma

***Standard 6**

Acceptance of Diversity

The Service delivers non-discriminatory support that is sensitive to gender, social and cultural values of the consumer.

Key Elements

- Equitable Access
- Cultural Competency (CALD & ATSI)
- Gender Equity
- Respect for Religious Beliefs
- Special Needs
- Use of Interpreters
- Other Communication Aids

Standard 7

Working Together

The Service is coordinated and integrated to ensure continuity of care for the consumer.

Key Elements

- Case Management
- Joint Assessment and Service Planning
- Referral
- Shared Care
- Networks and Partnerships
- Links with Acute and Community Services

***Standard 8**

Organisational Governance and Management

Governance, management and human resource practices maximise organisational efficiency, transparency and effectiveness to ensure accountability and sustainability.

Key Elements

- Corporate and Service Governance
- Strategic and Operational Planning
- Risk Management
- Human Resource Management
- Knowledge Management
- Financial Management
- Accountability